

Benjamin Glenn

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Interaction Design
Interface Design
Web Development
Usability Research

Education

MS, Human Computer Interaction

Carnegie Mellon University
August 2004

BA, Computer Science

Duke University
1997

Key Skills

Languages

Javascript
PHP, SQL
HTML / CSS
Java / Swing
Visual Basic

Server Software

Apache / Tomcat Server
MySQL Database Server
Oracle Database Server
Openwave MAG / MMS

Design Software

Adobe Photoshop
Adobe Illustrator
Adobe InDesign
Macromedia Dreamweaver
Microsoft Visual Studio .NET

Platforms

Unix (Solaris, Linux)
Windows XP/Vista
Mac OS

Usability Methods

Contextual Inquiry
Contextual Design
Cognitive Walkthrough
GOMS Analysis
Heuristic Evaluation
Paper Prototyping
Think Aloud Protocol

Experience

Interaction Designer **Microsoft Corporation**

October 2004–Present

Principal interaction designer for Visual Studio Professional and Visual Studio Team System for Database Professionals. Collaborated with product teams to define user needs, analyze task flows, and iteratively design UI. Planned and executed user studies to validate design concepts. Strategized the end-to-end user experience across multiple products and multi-year ship cycles.

Interface Designer and Usability Analyst **NASA Ames Research Center HCI Group**

January 2004–September 2004 (Internship)

Led a team of designers, programmers, and usability analysts to prototype a new user interface for NASA's next-generation Martian science software tools. Gathered requirements, iteratively designed an interface prototype based on user testing, and delivered a detailed functional specification.

Senior Consultant **Openwave Systems**

June 2000–April 2003

Responsible for installation of Openwave messaging products at customer sites. Customized web portal provisioning interfaces per client specifications, utilizing Perl, PHP, and XML. Implemented an intranet content management system for delivery of deployment collateral to field consultants. Initiated a cross-functional architecture review committee to develop design standards.

Intranet Project Manager **United States Air Force**

June 1997–June 2000

Implemented new intranet architecture, maximizing usability and manageability. Designed an intuitive web interface using Javascript and Cold Fusion. Developed a custom search application enabling searches across multiple databases.

Managed a team of developers and testers implementing a web-based message handling system. New system decreased analyst processing time and saved over \$500k in maintenance costs.

Coordinated development and implementation of a video streaming system for agency analysts. Expertly managed a team of contract integrators and network technicians to slash video-delivery costs in half.

Freelance Web Designer **Various Clients**

January 1995–June 1997

Provided information architecture and graphic design services for custom web sites. Clients include the Duke University Museum of Art, DoubleTake Magazine, the Center for Documentary Studies, Duke Department of Art and Art History, and Nextel Communications.

Portfolio available online at www.benglenn.net